

PEEL REGIONAL PARAMEDIC SERVICES STANDARD OPERATING PROCEDURES

Section:	HEALTH & SAFETY	SOP No:	HS – 19
		Total pages:	3
Subject:	ZERO TOLERANCE FOR VIOLENCE FROM THE PUBLIC	Authority:	Chief, Paramedic Services
Date Revised:		Date Issued:	JANUARY 2020

A. POLICY STATEMENT

- Peel Regional Paramedic Services has zero tolerance for our paramedics being subjected to violence from the public. This supports the Value Statement from the Region of Peel: “We care and support everyone’s well being and success.”

B. RISK STATEMENT

- This policy manages the risk of physical and psychological harm that may occur when paramedics are subjected to violence from the public while at work.

C. RESPONSIBILITIES

Paramedics must:

- Be aware of the factors that may contribute to a paramedic being put at risk of violence from a member of the public. These include, but are not limited to:
 - The member of the public has a previous history of violence
 - The member of the public is exhibiting behaviours that could lead to violence, i.e. confusion, agitation, paranoia, intoxication, disruptive behaviour
 - The member of the public is being verbally assaultive and engaging in intimidating behaviour as these behaviours can very quickly escalate to physical assault.
- Remove themselves from the scene and retreat to a safe area if it is safe to do so. See: [HS-14: Scene Safety \(includes staging\)](#).
- Notify police
- Ask for support if needed, even after the fact.
- Report the incident to their supervisor as soon as possible.
- Ensure the incident is documented.

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- Document the address to be flagged if appropriate to ensure that themselves and other paramedics are kept safer in the future.

Superintendents must:

- When alerted that a paramedic has suffered a violent incident from the public, meet with paramedic if requested to do so.
- Set boundaries with perpetrators of violence.
- Contact police and advocate for their timely arrival if paramedic has not already done so.
- Ensure that paramedics receive emotional support and if required, medical aid.
- Support paramedics to complete necessary documentation.

D. SOURCE DOCUMENTS

- [Homewood Health and EFAP resources](#)
 - 1-800-663-1142 (toll-free)
 - homeweb.ca

Related Policies:

- This policy should be interpreted as consistent with PRPS policies including but not limited to the following:
 - [HS-14: Scene Safety \(includes staging\)](#)
 - [HS-15: Critical Incident Stress](#)
 - [HS-16: Flagging of Addresses](#)
 - [OPS-06: Emotionally Disturbed and Aggressive Patients](#)
- **Relevant Regional Policies:**
 - [Respectful Workplace policy](#)

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- [Violence in the Workplace policy](#)
- [Employee Reporting Program policy](#)
- [Whistleblower Protection policy](#)

- **Relevant Legislation:**

- [The Criminal Code of Canada, section 264.1 \(1\). Assaults](#)
- [The Criminal Code of Canada, section 34.1. Self Defence](#)
- [BLS Standards, 2016. Pg. 48](#)
- [Occupational Health and Safety Act](#)

E. DEFINITIONS

Peel Regional Paramedic Services describes violence using the following definitions:

- Verbal Assault – Abusive or hateful language, yelling, screaming with intent of offending or frightening paramedic
- Intimidation- Purposely threatening, following, using gestures to purposely offend or frighten paramedic
- Physical Assault- Physical attack, attempt to attack; punching, kicking, using a weapon with intent of causing bodily harm
- Sexual Harassment- Sexual propositioning or unwelcome sexual attention from a perpetrator. Humiliation or offensive jokes and remarks with sexual overtones, suggestive looks or physical gestures
- Sexual Assault- Indecent assault. Brushing, touching, or grabbing of genitals or breast area